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JUL 28 2005

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Our Ref.: 36-1798  
Serial No.: 10/716,441 Date: July 28, 2005

To: Examiner C. Smith  
Firm: United States Patent and Trademark Office  
Facsimile No.: (571) 273-8300  
From: Raymond Y. Mah

Number of Pages (including cover sheet): 1  
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Sarah Lanning  
FACSIMILE OPERATOR

ATTACHMENT/S:  
Terminal Disclaimer  
Credit Card Payment Form  
Correspondence Address Indication Form

**MESSAGE:**

Per our recent telephone interview, attached is a Terminal Disclaimer.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

POTTER et al.

Atty. Ref.: 36-1798

Serial No. 10/716,441

TC/A.U.: 2645

Filed: November 20, 2003

Examiner: Smith, C.

For: MULTIMEDIA CALL CENTRE

\* \* \* \* \*

July 28, 2005

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

07/29/2005 MBINAS 00000020 10716441

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TERMINAL DISCLAIMER

Your petitioner, British Telecommunications plc., a corporation having an office and place of business/residing at 81 Newgate Street, London, EC1A 7AJ, England represents that it is the assignee as recorded in an assignment at Reel 10362/Frame 55, of all right, title and interest in and to Application Serial No. 10/716,441, filed November 20, 2003, for MULTIMEDIA CALL CENTRE.

Your petitioner hereby disclaims the terminal part of any patent granted on the above-identified application, which would extend beyond the expiration date of the full statutory term as presently shortened by any terminal disclaimer of Patent No. 6,728,236 and hereby agrees that any patent so granted on the above-identified application shall be enforceable only for and during such period that the legal title to such patent granted on the above-identified application shall be the same as the legal title to the above-identified

POTTER et al.  
Serial No. 10/716,441

Patent No. 6,728,236, this agreement to run with any patent granted on the above-identified application and to be binding upon the grantee, its successors or assigns.

Petitioner does not disclaim any terminal part of any patent granted on the above-identified application prior to the expiration date of the full statutory term as presently shortened by any terminal disclaimer of Patent No. 6,728,236 in the event that it later expires for failure to pay a maintenance fee, is held unenforceable, is found invalid, is statutorily disclaimed in whole or terminally disclaimed under 37 CFR 1.321(a), has all claims canceled by a reexamination certificate, or is otherwise terminated prior to the expiration of its statutory term as presently shortened by any terminal disclaimer, except for the separation of legal title stated above.

The evidentiary documents accompanying this document or referred to above have been reviewed by the undersigned and it is certified that to the best of the assignee's knowledge and belief, title is in the assignee seeking to take action.

Check either box 1 or 2 below, as appropriate.

1.  For submissions on behalf of an organization (e.g., corporation, partnership, university, government agency, etc.), the undersigned is empowered to act on behalf of the organization.
2.  The undersigned is an attorney or agent of record.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title

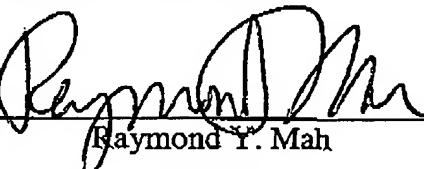
POTTER et al.

Serial No. 10/716,441

18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

British Telecommunications plc.

By: \_\_\_\_\_



Raymond Y. Mah

41,426

Date: July 28, 2005

**Terminal disclaimer fee under 37 C.F.R. § 1.20(d) included.** If missing, the Commissioner is hereby authorized to charge any deficiency, or credit any overpayment, in the fee(s) filed, or asserted to be filed, or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Account No. 14-1140. A duplicate copy of this sheet is attached.

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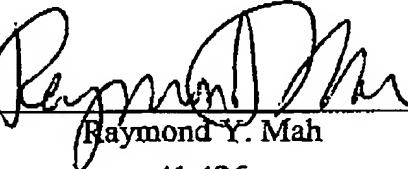
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